Avinash Dupaguntla
RPA Developer

Professional Summary

- Have five plus years of IT experience with expertise in analysis, design, development and production support of applications.
- One year of experience in Pega BPM tool development & over one year of experience in Blue Prism RPA tool.
- Working experience of one year and six months in creating end to end RPA process using OpenSpan (Pega RPA V8.0.1001-1024).
- Extensive experience in developing architecture, pools and scheduling of multiple robots using Blue Prism & have good understanding of Blue Prism spy modes, advance work queues, exception handling, schedulers and surface automation.
- Hands-on experience in match rules resolution while creating controls through Interrogation & architecture applications using interaction framework capabilities of OpenSpan studio.
- Expertise in designing activities, flow actions, sections, report-definitions, decision, declarative rules and rule set management.
- Have worked for major clients like AIG (Japan), Zebra (USA), Motorola Solutions (USA) &Target (USA).
- Exposure in the business of supply chain management.
- Proficient in using relational databases like Oracle, DB2 and My SQL & Unix shell scripting, writing Pl/SQL procedures and debugging the issues.
- Certified in Pega PRPC 7.1 CSA & Oracle Pl/Sql.

Technical Skills

BPM Tools	PRPC 7.1, Pega RPA V8.0.1001-1024
Languages/Scripts	C, C++, Unix shell scripting, PL/SQL
Application Servers	Apache Tomcat
Databases	MS-SQL Server-2000/2005, MySQL,DB2,Oracle
Automation Tools	Blue Prism, OpenSpan

Educational Qualification

B.Tech. (Computer Science and Engineering) from Vignan's Engineering College (JNTUK) in 2012 with 71.1%.

Professional Experience

- July '12 to till date in Tata Consultancy Services Pvt. Ltd., Hyderabad as Software Engineer.
- Currently working in Center of Excellence (CoE) team as RPA Developer and learning new tools like UiPath, IBM Watson and Service Now.

Client: Motorola Solutions

Project 1: EBS
Duration: August 2017 – November 2017

Automation was required in the recreation of the contract numbers which are used in EBS web application and oracle forms. We had to automate the creation of contract in EBS application from the scratch. Here we got the input data in the form of excel.

Responsibilities:
- Gathering detailed requirements from the client & putting the data in excel.
- Going through SDD which is given by BA.
- Unit testing in the developed automation.
- Attending calls with Blue Prism team if any ticket is raised.

Client: Ericsson

Project 2: Multi Tenancy
Duration: May 2017 – July 2017

In a DB server there are multiple databases, when a user access the DB he is able to view only his database and other DB's are not visible to him and he can deploy the created process of own on which he has access.

Responsibilities:
- Gathering detailed business requirements from the client.
- Go through SDD which is provided by BA.
- Unit testing in the developed automation.
- Attending calls with Blue Prism team if any ticket is raised.

Client: Ericsson

Project 3: M2ZY babysitting
Duration: November 2016 – April 2017

Email containing site details is sent to robot by team leader and corresponding queries are executed on OSS script manager and python. Comparing before and after reports, corresponding pass/fail situations, mail is sent back to the requestor or ticket is raised in portal.

Responsibilities:
- Gathering detailed requirements from client.
- Going through SDD which is given by BA.
- Participating in daily scrum calls for addressing/resolving any queries.
- Unit testing in the developed automation.
- Fixing bugs raised by QA team & attending calls with Blue Prism team if any ticket is raised.

Client: Ericsson

Project 4: RNAM
Duration: August 2016 – October 2016

RNAM enquiry process automation (Client: Ericsson) – When the quote requests for an uncreated enquiry, it is received in Quota DB, then, this quote request is sent in SAP which creates an enquiry number. This enquiry number is further entered in Quota DB.

Responsibilities:
- Gathering detailed business requirements from the client.
- Going through SDD given by BA.
- Participating in scrum calls on daily basis for addressing any issues.
- Unit testing in the developed automation & fixing bugs raised by the QA team.
- Attending calls with the Blue Prism team if any tickets are raised.

Client: Telstra

Project 5: Kenan Bills
Duration: December 2015 – August 2016

Kenan Bills is the process of creating pdf from HPA portal application by using bill numbers and based on PDF count run, the console application Exc get the excel data from Exc file. This input is used for the other application that is Seibel. Input file contains a huge no. of account numbers & each account number is searched in Seibel application post which the values for that account no. are compared in the application.

Responsibilities:
- Gathering detailed requirements from the client.
- Going through SDD given by BA.
- Daily participation in scrum calls.
- Adding automations and C# scripts to the project.
- Unit testing in developed automation.
- Fixing bugs raised by the QA team.
- Attending calls with OpenSpan team if tickets are raised.

Client: AIG, Japan

Project 6: American International Group (AIG)
Duration: May 2015 – November 2015

AIG is an insurance application that is used to process policies for customers in various circumstances. In this system, customer details and policy details like risks, riders etc. are captured and sent to the external system for premium calculation. Generated premium is received at PEGA system and processed for booking. Renewal and endorsement modules are available for all kind of products and policies.

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Responsibilities:
- Interacting with clients for gathering requirements.
- Coordinating with the onshore team.
- Involved in application design, exception handling, logic creation for decisions (in workflow), development of service and connectors in Pega.
- Developed activities, flows, SLAs, declaration and decision rules as per the business requirement.
- Configuration changes & data table design.
- Supported in critical issues.
- Created and customized portals for users and managers.
- Smoke & sanity testing.
- Sprint planning and execution.
- Conducting knowledge sharing session (KSS) with the team.

Client: Zebra Technologies

Project 7: Supply Chain Management
Duration: August 2014 – May 2015

CRIS and scorecard applications are used by Zebra Technologies for generating reports and ratings for the suppliers.

Responsibilities:
- Monitoring the queues for incoming tickets & providing root cause analysis and solutions for issues reported.
- Identifying area of service improvement, repeating issues and their root cause, making the RCA document and giving suggestion to fix the problem.
- In case of unplanned downtimes and revenue impacting issues, initiated and participated in service recovery calls involving various stakeholders and technical teams to restore the service to normal at the earliest.
- Made various charts and presentations to report the various project metrics to management.
- Review of the RCA deliverable document prepared by the team.
- Participated in on-site calls on daily basis.

Client: Target

Project 8: Denton-West Jefferson
Duration: November 2012 – March 2014

FDC West Jefferson development project is an implementation based FP project. This is an extension of FDC Denton development project. It includes multiple test phases for 100% quality assurance. Interface testing ensures communication between 3D & witron via messages stays. Emulation testing helps in testing the automated warehouse features of Witron.

Go Live simulation testing is performed as a mock live in stage environment to ensure proper working of all integrated applications. Four walls & onsite UAT performed for GL's training & BUCS understanding of the system functionality.

Responsibilities:
- Direct Communication with client & participating in meetings to resolve the issue.
- Test planning & activity detailing for each test phase.
- Reviewing data prep activities for all test phases and monitoring test cases and their execution as well.
- Database analysis, data verification, issue debugging, defect management and reporting (Bug raising, Bug tracking & Bug verification).
- POC for all integration test phases & onsite UAT.
- Coordinating with external support team (Host applications) for project related activities.